

ESSAY

**THE EFFECT OF ORGANIZATIONAL CULTURE AND WORKLOAD ON
EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS A
MEDIATING VARIABLE
ON CV. ASIA RAYA KOMPUTAMA SURABAYA**



By :

LUTVI ABDULLAH
NBI : 1211900120

**MANAGEMENT STUDY PROGRAM
FACULTY OF ECONOMICS AND BUSINESS
UNIVERSITY OF 17 AUGUST 1945 SURABAYA**

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UNDER GRADUATE THESIS

**Submitted to meet the requirements for use
obtaining a Bachelor of Economics Degree
Management Study Program
Faculty of Economics and Business**

By :

Lutvi Abdullah

NBI : 1211900120

**MANAGEMENT STUDY PROGRAM
FACULTY OF ECONOMICS AND BUSINESS
UNIVERSITY OF 17 AUGUST 1945 SURABAYA**

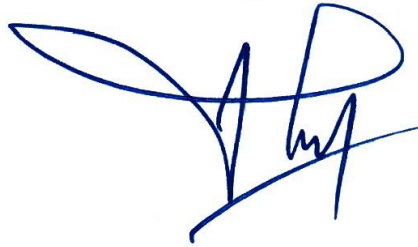
2023

ADVISER APPROVAL SHEET

Full Name : Lutvi Abdullah
NBI : 1211900120
Faculty : Economics and Business
Study Program : Management
Thesis Title : The Effect of Organizational Culture and Workload on Employee Performance with Job Satisfaction as a Mediating Variable on CV. Asia Raya Komputama Surabaya

Surabaya, October 19, 2022

Knowing / Approving
Adviser




A handwritten signature in blue ink, appearing to be 'Dr. Abdul Halik', written over a horizontal line.

Dr. Abdul Halik, MM

ATTESTATION SHEET OF THESIS EXAM

Defended before the session of the Thesis Examining Board of the Faculty of Economics and Business, Universitas 17 Agustus 1945 Surabaya and declared accepted to be eligible to obtain a Bachelor of Economics degree on January 9, 2023.

TESTING TEAM:

- | | | |
|------------------------------------|----------|---|
| 1. Dr. Siti Mujanah, MBA. Ph.D | - Chief |  |
| 2. Dr. Abdul Halik, MM. | - Member |  |
| 3. Dra. Ec. Sri Budi Kasiyati, M.M | - Member |  |

Confirms

Dean of Economics and Business faculty
Universitas 17 Agustus 1945 Surabaya



Dr. H. Slamet Riyadi, M.Si., Ak., CA
NPP. 20220.93.0319

ANTI-PLAGIARISM AFFIDAVIT

I, the undersigned :

1. Full Name : Lutvi Abdullah (M)
2. NBI : 1211900120
3. Faculty : Economics and Business
4. Study Program : Management
5. NIK : 3578071605000001
6. Home Address : Jalan Legundi No. 27 RT. 5/RW 3, Kec. Genteng, Kel. Ketabang, Surabaya City Regency, East Java

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17 AGUSTUS 1945
SURABAYA

BADAN PERPUSTAKAAN
Jl. SEMOLOWARU 45 SURABAYA TELP.
031 593 1800 (Ext. 311)
e-mail : perpus@untag-sby.ac.id

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FOREWORD

Praise the author for the presence of Allah SWT for all the abundance of gifts and favors so that the author can complete a thesis entitled " The Effect of Organizational Culture and Workload on Employee Performance with Job Satisfaction as a Mediating Variable on the CV. Asia Raya Komputama Surabaya". The writing of this thesis was submitted to meet one of the requirements to obtain a Bachelor of Management degree at the University of 17 August 1945 Surabaya.

In this study, the author realized that without help, support, and guidance from various parties, this thesis could not be resolved properly. Therefore, on this occasion, the author specifically expresses his gratitude to:

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The author realizes that there are still many shortcomings in this thesis. Therefore, constructive criticism and suggestions are desirable. Finally, the author hopes that this thesis will be useful for many parties.

Surabaya, 27 January 2023

A handwritten signature in black ink, consisting of stylized initials 'J A' followed by a long horizontal flourish.

Writer

SUMMARY

THE EFFECT OF ORGANIZATIONAL CULTURE AND WORKLOAD ON EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS A MEDIATING VARIABLE ON THE CV. ASIA RAYA KOMPUTAMA SURABAYA

CV. Asia Raya Komputama Surabaya is a company engaged in the computer sector in Surabaya, which has an address at Jalan Legundi No. 23 Genteng District, Kelurahan Ketabang. This company is a distributor of new computer spare parts that imports these products directly from several trusted suppliers. Over the years, "CV. Asia Raya Komputama Surabaya" continues to experience growth and has built cooperation with some of the leading manufacturers in the field of computers, such as Intel, AMD, and Nvidia. The company is recognized as one of the best companies in its field, with a proven reputation for providing high-quality computer spare parts. In addition to selling computer spare parts, "CV. PT. Asia Raya Komputama Surabaya" also offers computer repair and installation services for its customers. With a team of trained and experienced technicians, the company is ready to assist in dealing with any problems related to computers. The problem studied is whether there is an effect of organizational culture and workload on employee performance through job satisfaction as a mediating variable. This study aims to analyze and prove whether there is an effect of organizational culture and workload on employee performance through job satisfaction as a mediating variable.

According to Widodo (2019:58), organizational culture is a set of values that control interactions between members in an organization and also with various groups outside the organization. This means that the interaction between members of the organization both inward and outward is the result of mutual agreement and as a controller of organizational movement. According to Amalia (2017), the workload is the amount of work that must be carried by a position / organizational unit and is the product of the multiplication between work volume and time norms. And Mahendrawan & Indrawati (2015) explained that job satisfaction is like an overflow of feelings of liking or dislike, satisfaction or dissatisfaction with a person for their work.

The population used in this study was the entire CV. Asia Raya Komputama Surabaya had 40 employees, and the determination of the number of samples taken as respondents used a saturated sampling technique, where all members of the population were used as a sample of 40 respondents. This research is a type of quantitative research. The data collection method used is the dissemination of questionnaires. The

instrument test in this study used descriptive analysis, validity test, and reliability test. Meanwhile, data analysis was carried out with Partial Least Square (SmartPLS) to test the seven hypotheses proposed in this study. The results of this study show that: the effect of culture on employee performance has an original sample value of 0.149 and a P-Values value of $0.396 < 0.05$, hence a positive and insignificant effect between organizational culture on employee performance; the effect of organizational culture on job satisfaction has an original sample value of 0.789 and a P-Values value of $0.000 < 0.05$, then it has a positive and significant effect between organizational culture on job satisfaction, the effect of workload on employee performance has an original sample value of 0.547 and a P-Values value of $0.000 > 0.05$, then it has a positive and significant effect between workload on employee performance; the effect of workload on job satisfaction has an original sample value of 0.035 and a P-Values value of $0.815 < 0.05$, then it has a negative and insignificant effect between workload on job satisfaction, the effect of job satisfaction on employee performance has an original sample value of 0.298 and a P-Values value of $0.074 < 0.05$, then it has a positive and insignificant effect between job satisfaction on employee performance, Job satisfaction as a mediator variable does not act as mediation, because it has original sample values of 0.235, -0.010 and P-Values values of $0.082 > 0.05$ and $0.837 > 0.05$, hence the positive and insignificant effect between the effect of organizational culture on employee performance through job satisfaction and the negative and insignificant effect between the effect of workload on employee performance through job satisfaction.

The conclusions in this study show that organizational culture has a positive and insignificant effect on employee performance, the results of this study are the same as the results of Johnson's research (2019). Organizational culture has a positive and significant effect on job satisfaction, the results of this study are the same as the results of research by Luthans and Youssef (2012). Workload has a positive and significant effect on employee performance, the results of this study are the same as the results of research by Gao, Li, and Wang (2012). Workload has a negative and insignificant effect on job satisfaction, the results of this study are the same as the results of the research of Mahendrawan I. G. (2015). Job satisfaction has a positive and insignificant effect on employee performance, the results of this study are the same as the results of Suyanto's research (2019). Organizational culture has a positive and insignificant effect on employee performance through job satisfaction, the results of this study are the same as the results of Susanto's research (2018). Workload has a negative and insignificant effect on employee performance through job satisfaction, the results of this study are the same as the results of Ernawati's research (2019).

ABSTRACT

***THE EFFECT OF ORGANIZATIONAL CULTURE AND WORKLOAD ON
EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS A MEDIATING
VARIABLE
ON THE CV. ASIA RAYA KOMPUTAMA SURABAYA***

by
Lutvi Abdullah

This research aims to investigate the impact of organizational culture and workload on employee performance, with job satisfaction as a mediating variable. The study was conducted at CV. Asia Raya Komputama Surabaya, a computer company, and involved a sample of all 40 employees. Data was collected through questionnaire and analyzed using Partial Least Square (SmartPLS). Results showed that organizational culture had a positive but insignificant effect on employee performance, and a positive and significant effect on job satisfaction. Workload had a positive and significant effect on employee performance and a negative but insignificant effect on job satisfaction. Job satisfaction had a positive but insignificant effect on employee performance. Job satisfaction did not act as a mediator between organizational culture and employee performance, and workload and employee performance. The study recommends that companies focus on reducing workload to improve employee performance and creating a positive organizational culture to increase job satisfaction and employee performance.

Keywords: *Organizational culture, Employee performance, Workload, Job satisfaction, mediator.*

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